

# ACCIDENT REPAIR GUIDE

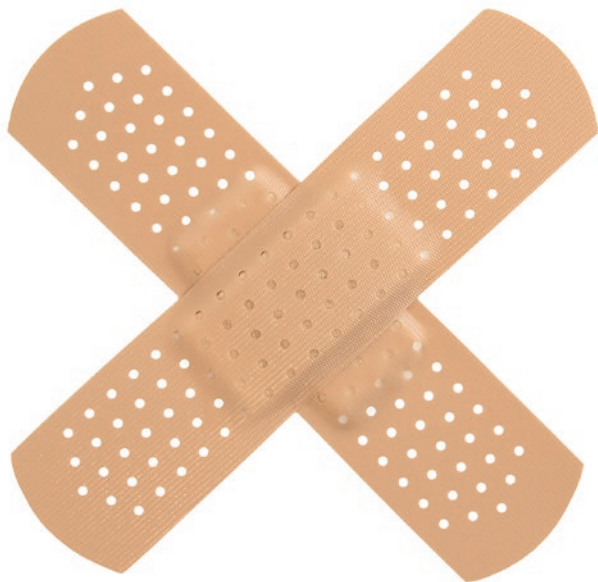


TOYOTA



# WE'RE WITH YOU ALL THE WAY

Being involved in a car accident (even a minor scrape) is an unnerving experience. However, dealing with the consequences and getting your car repaired properly can be an even bigger headache. That's why Toyota has put together this simple guide from an accredited Toyota Authorised repairer (where available) – to help you get the best quality repairs with the minimum of fuss.



## INCLUDED IN THIS BROCHURE:

- Information on insurance and your right to choose a Toyota Authorised repairer (where available) within reasonably close proximity in the event of an accident.
- Contact details for where to find a Toyota Authorised repairer.
- Information on the safety risks associated with the use of non-genuine parts.
- Tips on how to avoid an accident.
- A **Step-by-step Guide** on what to do at the scene of an accident.
- A **Vehicle Details Page** to record all of the important information you may need in the event of an accident. We recommend you fill the form in now so that you have all your information ready in the event of an accident.
- An **Accident Information Form** to collect the other driver's details and any other information in the event of a serious accident.
- An **Accident Details Report** for collecting important information at the scene of an accident.
- An **Insurance Parts Request Form** to help you have your Toyota repaired using Toyota Genuine Parts and Accessories direct from a Toyota Dealer.

We hope that, equipped with this information, you will be able to avoid some of the anguish associated with what can be an extremely stressful situation.





WELCOME  
TO THE  
WORLD OF  
'FINE PRINT'

It's only when you have to make a claim that you discover with car insurance, like everything else in life, you only 'get what you pay for'. The cheapest premium may also mean the insurer will insist on any repairs being done as cheaply as possible. That could mean using counterfeit parts or even non-genuine recycled parts that may be of inferior quality, not meet Toyota's high standards, and are not Australian Design Rules compliant. This is exactly why reading the fine print is vital. Toyota Insurance ensures that you are fully protected from these types of unscrupulous behaviours, however if you are not insured with Toyota Insurance<sup>1</sup>, then we recommend you phone your insurer or agent now and make sure your policy states that it will ensure the safety, structural integrity, presentation and utility of the vehicle are restored using manufacturer's technical specifications, including Toyota Genuine Parts and Accessories from a Toyota Dealer, which will return your vehicle to a pre-accident condition that meets Australian Design Rules compliance.

<sup>1</sup> Terms and conditions apply. Before making a decision about any of the insurance products, please refer to the current Product Disclosure Statement (PDS) for the relevant product available from participating dealers, via the Toyota Insurance website at [toyotainsurance.com.au](http://toyotainsurance.com.au) or by calling 137 200. Toyota Insurance is a division of Aioi Nissay Dowa Insurance Co., Ltd. ABN 39 096 302 466 AFSL Number 254489 (Andia).

# CHOOSING THE RIGHT INSURER

Before you purchase an insurance policy make sure it provides you with the ability to choose a Toyota Authorised Body and Paint repairer to repair your vehicle. Toyota recommends using a Toyota Authorised Body and Paint repairer as they have access to all Toyota's technical repair information and know your Toyota best. Using a Toyota Authorised Body & Paint repairer will ensure the structural integrity of your vehicle and help keep your Toyota 100% genuine.

A "Toyota Insurance<sup>1</sup>" policy provides the reassurance you need that Toyota Genuine Parts will be used in the repair of your vehicle and all repairs performed come backed by Toyota Insurances Lifetime Guarantee. Speak to your Toyota Dealer about Toyota Insurance, call our customer care centre on 137200 or visit [toyota.com.au/finance/insurance](http://toyota.com.au/finance/insurance) to find out more.

You can locate your nearest Toyota Authorised repairer by contacting the Customer Experience Centre on 1800 TOYOTA (869 682)

Mon to Fri 8am - 6pm AEST or visit [www.toyota.com.au/authorised-repairers](http://www.toyota.com.au/authorised-repairers) or ask your local dealer to refer you to the nearest Toyota Authorised repairer.





# DON'T RISK THE SAFETY OF YOURSELF OR YOUR PASSENGERS, INSIST ON TOYOTA GENUINE PARTS

Your Toyota has been engineered and manufactured to meet or exceed Australian standards. Millions of dollars are invested each year in crash testing and safety technology design so that you can relax safe in the knowledge that you're in safe hands. But often, copy, exchange or non-genuine recycled parts and accessories are used in the repair of damaged vehicles without the owner's knowledge. This could compromise the safety of your Toyota as these parts and accessories may be made of poor quality materials, fit incorrectly, or not adhere to Australian Design Rules. Therefore it is essential that you insist on the use of Toyota Genuine Parts and Accessories purchased from an authorised Toyota Dealer for any repairs and fitted by a Toyota Authorised repairer.

## WITH TOYOTA GENUINE PARTS AND ACCESSORIES YOU'RE IN SAFE HANDS BECAUSE:

- They are engineered to original manufacturer's specifications for maximum performance, longevity and fit
- All new Toyota Genuine Parts and Accessories purchased from an authorised Toyota Dealer carry a 12 month Toyota warranty<sup>2</sup> for extra peace of mind on their quality and reliability (conditions apply)
- They are model specific, so you can rest assured your vehicle isn't being fitted with 'one size fits all' parts and accessories, as is the case with some non-genuine parts

You bought your Toyota for its quality, durability and reliability. Ensure it remains this way by insisting on Toyota Genuine Parts and Accessories only from your Toyota Dealer.

<sup>2</sup> All Toyota Genuine Parts and Accessories purchased and fitted to a Toyota are warranted for the remainder of the New Vehicle Warranty or 12 months, whichever is greater. Toyota Genuine Accessories purchased from an authorised Toyota Dealer over the counter are warranted from the date of purchase for one year. Conditions apply. The Toyota Genuine Accessories Warranty does not limit and may not necessarily exceed your rights under the Competition and Consumer Act 2010.





## WHAT YOU CAN DO TO STAY OUT OF TROUBLE

Often there are factors outside our control that contribute to an accident. But there are a few things you can do to help ensure your driving experience is incident free:

- Check all mirrors are correctly positioned when entering the car
- Check tyre pressure (when cold) and tread
- Check that all lights and indicators are working
- Ensure all passengers are wearing seat belts
- Avoid driving when fatigued or under the influence of substances that may hinder your driving ability
- Avoid driving with loud music or other distractions inside the car
- Never drive while operating a mobile phone
- Never perform illegal activities while driving
- Adhere to all traffic signals



# STAYING IN CONTROL AT THE SCENE OF AN ACCIDENT



- Check that you, your passengers and anyone else involved in the accident are not injured. If there are injuries call an Ambulance (000)<sup>3</sup>.
- Turn off the ignitions of all vehicles as a fire precaution. If there is a fire, call the Fire Brigade and Police (000)<sup>3</sup>.
- Call the police if there are any injuries, or there is any real or property damage, or the vehicles are undrivable and/or need to be towed away.
- If the vehicles are driveable, park in a safe location to exchange details. If not, activate warning lights (if possible) and wait in a safe place off the roadway until police arrive.
- If you happen to have a camera or a mobile phone with you, take photos of the accident scene and the vehicles immediately after the accident showing any damage sustained to all vehicles.
- Complete the Accident Details Report, Important Information Form and Insurance Parts Request Form so that you can provide a copy to your insurer.

The most important thing to remember is to remain calm. Accidents can be a highly stressful situation for all parties involved so try to stay calm and level-headed to ensure that all the required information is collected on the Accident Details Report and any injuries or dangerous situations are tended to safely.

<sup>3</sup> If unable to contact emergency services on 000 on mobile phones, try dialling 112 which may connect to emergency services in certain areas on certain mobile phones. Please note that 112 does not work from landline phones.

## TOYOTA AUTHORISED REPAIRER NETWORK

Contact the Customer Experience Centre on  
1800 TOYOTA (869 682) Mon to Fri 8am - 6pm AEST  
or visit [www.toyota.com.au/authorised-repairers](http://www.toyota.com.au/authorised-repairers)

## VEHICLE DETAILS

We understand that the period after an accident can be stressful. The best way to minimise this is to be prepared. Take a moment to fill out some key details below so that in the event of an accident you have all the necessary information in one place.

### VEHICLE

Vehicle make: \_\_\_\_\_

Vehicle model: \_\_\_\_\_

Build date: \_\_\_\_\_

Vehicle ID (VIN): \_\_\_\_\_

This information can be found on the vehicle's compliance identification plate.

### INSURANCE

Insurer: \_\_\_\_\_

Policy number: \_\_\_\_\_

Phone: \_\_\_\_\_



## PREFERRED SMASH REPAIRER

You may already have a preferred smash repairer that you have used in the past. Fill out that smash repairer's details here to ensure that your vehicle can be towed straight there in the event of an accident.

Smash repairer's name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

## EMERGENCY CONTACT

It is good to keep handy details of an emergency contact in the event that you are injured in an accident.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: (Home) \_\_\_\_\_

(Work) \_\_\_\_\_ (Mob) \_\_\_\_\_

**In an emergency, dial 000<sup>3</sup> for Police, Ambulance and Fire services.**

<sup>3</sup> If unable to contact emergency services on 000 on mobile phones, try dialling 112 which may connect to emergency services in certain areas on certain mobile phones. Please note that 112 does not work from landline phones.

## ACCIDENT INFORMATION FORM

### OTHER DRIVER'S DETAILS

**Don't stress or panic if you've had an accident. Just use this form to gather the relevant details from the other driver to make it easier when making a claim to your insurance company.**

Other driver's name: \_\_\_\_\_

Other driver's address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_ State: \_\_\_\_\_

Other driver's phone number: (Home) \_\_\_\_\_

(Work) \_\_\_\_\_ (Mob) \_\_\_\_\_

Other driver's license number: \_\_\_\_\_

Model of other driver's vehicle: \_\_\_\_\_

Make of other driver's vehicle: \_\_\_\_\_

Other driver's registration number: \_\_\_\_\_

Other driver's insurance company: \_\_\_\_\_

## SERIOUS ACCIDENT INFORMATION SHEET

Name of towing company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_ State: \_\_\_\_\_

Police Officer's name: \_\_\_\_\_

Badge number: \_\_\_\_\_

Station: \_\_\_\_\_

Phone: \_\_\_\_\_

Witness name: \_\_\_\_\_

Phone: \_\_\_\_\_

Witness name: \_\_\_\_\_

Phone: \_\_\_\_\_

Witness name: \_\_\_\_\_

Phone: \_\_\_\_\_

## ACCIDENT DETAILS REPORT

Fill in this form as soon as possible after your accident as it will help you accurately recall the details when lodging you claim.

Date of accident: \_\_\_\_\_ Time: \_\_\_\_\_

Location: \_\_\_\_\_

Road Conditions: Dry ☐ Wet ☐ Other ☐

Details: \_\_\_\_\_

Weather Conditions: Dry ☐ Wet ☐ Foggy ☐ Other ☐

Details: \_\_\_\_\_

Light Conditions: Excellent ☐ Good ☐ Dull ☐ Night ☐ Other ☐

Details: \_\_\_\_\_

What signal was given by the other driver?

Details: \_\_\_\_\_

\_\_\_\_\_

What signal was given by you?

Details: \_\_\_\_\_

\_\_\_\_\_

Your estimated speed: \_\_\_\_\_ kph Speed Limit: \_\_\_\_\_ kph

Other driver's estimated speed: \_\_\_\_\_ kph

Estimated distance that you first saw the other vehicle: \_\_\_\_\_ metres

Accident Details: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



Is your car driveable? Yes ☐ No ☐

Details of damage to your vehicle: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Draw an accident diagram in the space below.

- Show the position of all vehicles/people involved (include witnesses)
- Use arrows to indicate direction of travel (all vehicles involved)

Hint: Rather than estimating, pace off distances between vehicles, landmarks, etc.

☐ Your vehicle   ☐ Persons   → Use to show direction   ■ Other vehicle   \* Point of impact

## INSURANCE PARTS REQUEST FORM

### TOYOTA GENUINE PARTS REQUEST FORM

Please provide a copy to your insurance company at time of assessment.

Dear Insurance Assessor,

When assessing and repairing my Toyota, please ensure that only Toyota Genuine Parts and Accessories are used which are purchased through a Toyota Dealer.

If unable to do so, please provide me with an explanation before starting work on my vehicle.

Thank you.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_ State: \_\_\_\_\_

Phone: (Home) \_\_\_\_\_

(Work) \_\_\_\_\_ (Mob) \_\_\_\_\_

Date of accident: \_\_\_\_\_

Model of vehicle: \_\_\_\_\_

Make of vehicle: \_\_\_\_\_

Registration number: \_\_\_\_\_

Insurer: \_\_\_\_\_

Policy number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## The Toyota Advantage.



**Genuine Parts.**

All Toyota Genuine Parts\* are made to the same exacting standards as our vehicles, and are designed specifically for each model. Which means each part will fit perfectly and meet the high quality standards of your Toyota.



**Even more protection.**

Everyone needs vehicle insurance, but take out our Comprehensive Motor Vehicle insurance and you'll get a policy packed with a great range of benefits, these include:

– Where your Toyota becomes a total loss, is under 3 years old and has less than 100,000km on the clock, we'll replace it with a brand new Toyota vehicle.

– We'll also promise to use new Toyota Genuine Parts to repair your vehicle if it is less than 5 years old.

– And we'll guarantee the quality of workmanship on all authorised repairs as long as you remain the owner of the vehicle.

And Toyota Insurance Factory Approved Extended Warranty Insurance can provide you with continued protection for your vehicle by up to 3 years once your Dealer warranty and Toyota new vehicle warranty ends giving you extra peace of mind<sup>2</sup>.



**Finance to get you going.**

Sometimes you need just a little help to get up and running. Toyota Finance<sup>3</sup> can offer you a wide range of vehicle financing. From personal loans to leasing for all kinds of business, we can help.



Capped price servicing<sup>4</sup>.

Capped price servicing New Toyotas come with Toyota Service Advantage. That means you'll pay the same low Capped price from one logbook service to the next for a minimum of 3 years or 60,000km (whichever occurs first). So you'll enjoy the peace of mind of knowing in advance what your maximum servicing costs will be. Better still, your Toyota will be serviced by Toyota-trained Technicians who know your vehicle inside out and use Toyota Genuine Parts. For the full benefits of Toyota Service Advantage consult a Toyota dealer or visit [toyota.com.au/advertisement](http://toyota.com.au/advertisement).



**We've got your back.**

Every new Toyota is built to exceptional standards, which is backed by a 3 year/100,000km<sup>5</sup> warranty, giving you the peace of mind to feel confident for years to come.



**Extend your peace of mind.**

Whether it's changing a flat tyre, helping with lost keys or jump-starting a flat battery with our 24/7 Roadside Assist service, help is never more than a phone call away, whatever your emergency<sup>6</sup>.

Discover the full range of Toyota products and services and find your nearest Dealer at [toyota.com.au](http://toyota.com.au)

Notes: \_\_\_\_\_

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1 All Toyota Genuine Parts carry a 12 month Toyota Warranty. Conditions apply. The Toyota Genuine Parts Warranty does not limit and may not necessarily exceed your rights under the Competition and Consumer Act 2010. Warranty conditions differ for Tyres and Batteries.

2 Terms and conditionally. Before making a decision about any of the Insurance products, please refer to the current Product Disclosure Statement (PDS) for the relevant product available from participating dealers, via the Toyota Insurance website at [toyotainsurance.com.au](http://toyotainsurance.com.au) or by calling 137 200. Toyota Insurance is a division of Aiol Nissay Downa Insurance Co., Ltd. ABN 39 096 302 466 AFSL Number 254489 (Andia). The Insurer is Andia. Our insurance policies do not change or take away your rights under the Australian Consumer Law. Your right to claim under our policies for claims not covered by our policy is not restricted to the rights and remedies you would have if you claim to your vehicle. However, you can choose to make a claim under any of our policies even if you have rights under the law.

3 Toyota Finance is a division of Toyota Finance Australia Limited ABN 48 002 435 181, Australian Credit Licence No 392536.

4 Maximum payable for standard scheduled servicing (normal operating conditions) for a nominated number of months/kilometres (whichever occurs first) (depending on model). Excludes Government & Rental vehicles. Contact your Toyota Dealer or go to [toyota.com.au/advantage](http://toyota.com.au/advantage) for other exclusions, eligibility and full details.

5 New Vehicle Warranty expires 3 years from date of first delivery or 100,000 kms, whichever occurs first. Refer to the warranty conditions. The New Vehicle Warranty does not limit and may not necessarily exceed your rights under the Competition and Consumer Act 2010.

6 Toyota Extra Care is administered by Toyota Finance, a division of Toyota Finance Australia Limited ABN 48 002 435 181. Australian Credit Licence No 392536.

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